# Due Diligence Checklist

NOTE: All questions are directed at describing the current environment. If there will be a change in the type or level of service when the system is migrated to CSC then this should be annotated in the comments/remarks section of the data spreadsheet.

Technical Support:
- System Configuration:
  - System/Network drawing (if available, if not draw one by hand)
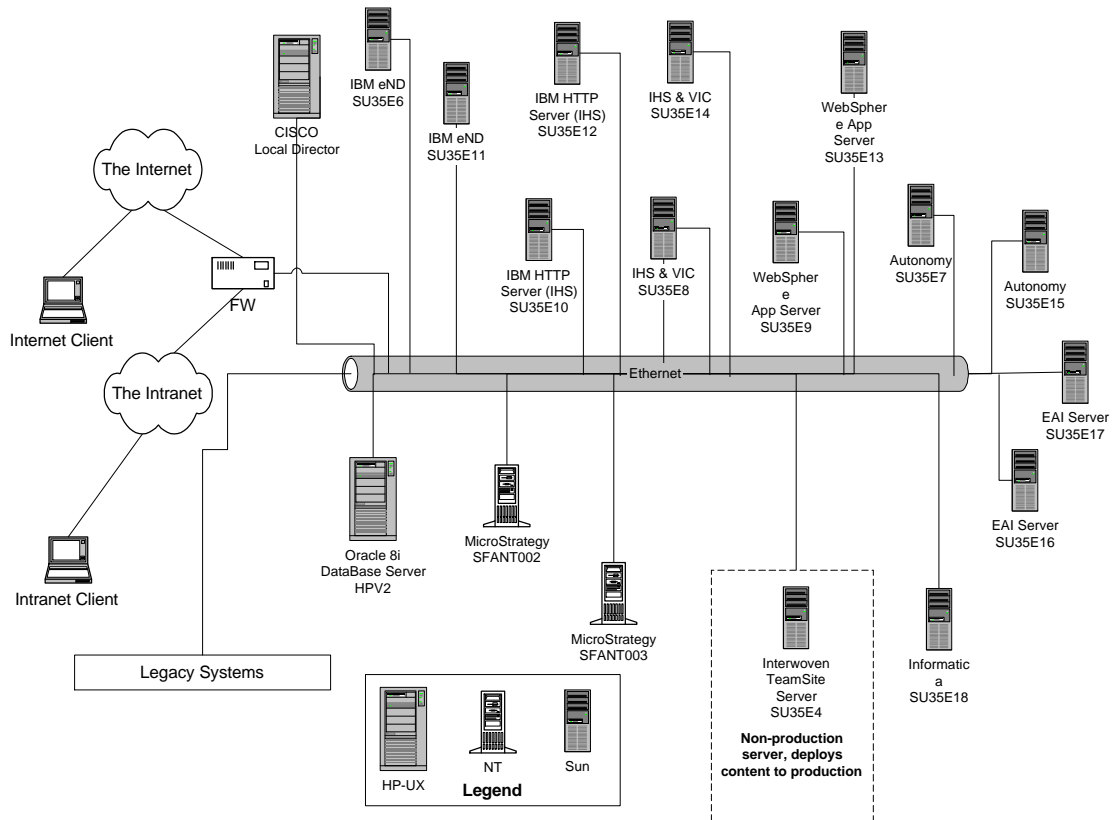
Integrated Technical Architecture

Last Modified on: 4/24/2002

- Number of Production, Standby, and Test systems

    – The School Portal/IFAP design is based on the following:

Computing Environment	Server	Application Version(s) & DBMS Instance(s)
Development	Application	IFAP: http://dev.ifap.ed.gov:8531 PORTAL: http://actest.schoolsportal.ed.gov:8182
	Database	IFAPDEV, VICDEV
Test	Application	IFAP: http://test.ifap.ed.gov:8531 PORTAL: http://test.schoolsportal.ed.gov:8181
	Database	IFAPTST, VICTST
Production	Application	IFAP: http://ifap.ed.gov PORTAL: http://sfa4schools.sfa.ed.gov
	Database	VIC

- Applications Management may provide other hardware production/operations requirements in the future

- Indicate any unique systems (i.e. Hot Standby, Clustering, Redundancy, etc.)
    – Network Dispatcher – load balancing
    – Webservers
    – Application servers
    – Autonomy
    – Viador – only a cold standby
    – Informatica – none
    – Interwoven - none

- Indicate the Operating system for each platform
    – SUN Solaris
    – HP/UX

- Hardware Inventory (including model, serial #, asset #, etc.)
    – Application and Web Servers: Sun Server Box
    – Oracle Databases: HP Box

- Software Inventory (including version/rev. levels)
    - Operating System S/W
    - Database S/W
    - Application S/W

Component	Version Information[1]	Installation Tier	Number of Users
Operating System	Sun Solaris v2.6 HP-UX	Application Server Data Server	26,000
Webshpere Advanced Edition	Version 3.5.3	Application Server	26,000
Autonomy	Version 2.1 (for all)	Application Server	26,000

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[1] These version numbers represent the software versions that are available and compatible at March 27, 2002.

Component	Version Information[1]	Installation Tier	Number of Users
• Knowledge Server • Knowledge Update • Knowledge Fetch			
Viador E-Portal Suite	Version 6.1.1 build #47	Application Server	26,000
JDK	1.1.8_09a Production Release	Application Server	
JRun	Version 2.3.3 build 157	Application Server	
• **TeamSite for UNIX 5.0.1:** 　**TeamSite version 5.0.1** 　**Templating version 5.0.1** • **OpenDeploy 5.0.1:** 　**OpenDeploy version 5.0.1** 　**DataDeploy version 5.0.1**	Version 5.0.1 (all)	Application Server	
Oracle 8I RDBMS (Database)	Version 8.1.7.2.0	Data Server	26,000
IBM HTTP Server	Version 1.3.6	Web Server	26,000
Java-Enabled Browser[2]	- IE 4.01 SP2 and above - NS 4.60 and above	Client	26,000

- H/W Maintenance Provider (Is H/W on warranty or maintenance?)
   - N/A TBD by CSC*

- H/W Maintenance Service Level (8X5/7X24) Repair Response Time?
   - N/A TBD by CSC**

- S/W Maintenance Provider
   - Autonomy
   - Interwoven
   - IBM
   - Viador

- S/W Maintenance Service Level (8X5/7X24)
   - Autonomy: (Annual Suppt. And maint.), (8 am – 8pm)
   - Interwoven: (Gold Care), (24x5)
   - IBM: (Annual Suppt. And maint.), (24x7)
   - Viador: (8:30 am – 9 pm)

- Will CSC be responsible for the H/W & S/W Maintenance Coverage?
   - See Roles and Responsibilities

- Obtain copies of ALL H/W & S/W Maintenance contracts that CSC will be responsible for
   - H/W - N/A

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[2] Either Microsoft Internet Explorer or Netscape can be used.
* Awaiting response from VDC

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- S/W – Have Software level agreements and maintenance contracts with each software provider

- Number of Administrators
  - TBD by Applications Management & CSC*

- Do administrators have Remote access to systems
  - TBD by Applications Management & CSC*

- Any performance analysis and/or reporting
  - Yes. Detailed requirements will be provided as part of SLA and Applications Management

- Is there a Disaster Recovery plan?
  - Use CSC plan as outlined in Roles & Responsibility

Operations:

- Operations involvement (Monitoring, problem resolution/management)
  - See Roles and Responsibility

- Number of operators that manage systems
  - See Roles and Responsibility

- Does ops perform reboots
  - Yes

- Is there operator involvement:
  - Audit trail tape mounts
    - Yes
  - Job scheduling
    - No
  - Periodic Processing (i.e. weekly, month end, year end)
    - N/A
  - Special business tasks (i.e. Special reports, microfiche tapes, etc.)
    - N/A

- Backup types (i.e. disk-to-disk, disk-to-tape, database, full, incremental)
  - Disk to Tape backups of Database -

- Backup Frequency
  - Full backup weekly
  - Incremental each night

- Number of tapes for each backup
  - TBD by VDC*

- Backup Tape types?   Number of tapes in the backup pools?
  - TBD by VDC*

- Off-site storage?   How often are tapes sent off-site?   When do tapes return?
  - Yes.
  - Tapes sent off site after one week
  - Tapes return after one month

- Is there any long term archival/storage of off-site tapes?
  - [*] No

- Hours of Availability
  - Online access: 24x7
  - Batch access: N/A

- Current SLA's
  - Currently being worked on

- Currently is there a formal Problem Management Process?
  - School Portal/IFAP Operations is developing the Problem Management Process which will be used post deployment.

- Currently is there a formal Change Control Process?
  - No.

- Currently is there a formal Help Desk? Is this in scope?
  - Business Units will provide Level I support.
  - Operations Team will provi
  - de Level II support.

Automation:
- Is there any automation?   To what extent?
  - Autonomy will have to perioically run a job (spider) which will create search indexes for new/modfied content on the Portal and IFAP. Run Frequecy has not yet been determined. It will run at least once a day.
  - Control-M (job scheduler)

- What should be monitored?
  - File systems
  - Databases
  - Autonomy
  - Viador
  - Interwoven
  - Websphere
  - Oracle
  - Hardware
  - Operating Systems
  - IHS

Facilities:
– This section TBD CSC
- Input power for all systems
- Power connections (Hardwire or plug type)
- Power Specifications for each unit (KVA or max current)
- Cooling Specifications (BTU)
- Footprint of all systems
- Will any furniture come with the equipment (i.e. Tape racks, tables for monitors, Equipment racks, etc.)

Communications:

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[*] Awaiting response from VDC

- Type of Network
  - Internet

- Number of users
  - 26,000

- What other customer location systems do these systems need to communicate with?
  - The Portal links the customers to other FSA websites/applications

- What other CSC location systems do these systems need to communicate with?
  - None that we are aware of.

Migration Strategy:
- Any business critical systems? Yes
  - Are there test systems that can be used as swing boxes?
    - Production has redundancy and mirroring included in standard architecture. Only in the worst case can development machines be used as swing boxes.
  - Will loaner equipment have to be used as swing systems?
    - No.

- Any non-business critical systems?
  - No
    - Can equipment be turned off and moved to new location?
    - What is the downtime window?
      - Not sure what this means. We can discuss
    - What is the best time to accomplish this?

Special needs/concerns: